



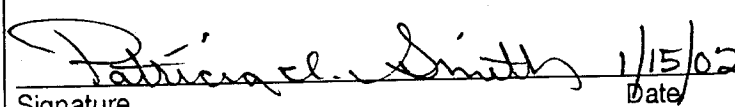
**GODDARD SPACE FLIGHT CENTER
GREENBELT, MD 20771-0001
DELIVERY ORDER MODIFICATION**

Page 01

MODIFICATION NUMBER 1	MOD EFFECTIVE DATE 01/15/2002	PURCHASE ORDER NO. S-58790-G	DATED 12/17/2001												
Issued By: NATIONAL AERONAUTICS AND SPACE ADMINISTRATION GODDARD SPACE FLIGHT CENTER CODE 211.0 GREENBELT, MARYLAND 20771-0001		Administered By: PATRICIA I SMITH / CODE 211.0 CONTRACT ADMINISTRATOR 301-286-3462 psmith@pop100.gsfc.nasa.gov													
CONTRACTOR NAME AND ADDRESS INTELLISOURCE INFORMATION SYSTEMS ATTN: KAREN EVANS 10210 GREENBELT ROAD SUITE 350 SEABROOK MD 20706		Accounting Data: OBJECT CLASS: PPC: BX B/NC: 988 <table><tr><td><u>PCN</u></td><td><u>JON</u></td><td><u>APPROP</u></td><td><u>BLI</u></td><td><u>PC</u></td><td><u>AMOUNT</u></td></tr><tr><td>201-68141</td><td>200-992-88-01-88</td><td></td><td></td><td>1P</td><td></td></tr></table>		<u>PCN</u>	<u>JON</u>	<u>APPROP</u>	<u>BLI</u>	<u>PC</u>	<u>AMOUNT</u>	201-68141	200-992-88-01-88			1P	
<u>PCN</u>	<u>JON</u>	<u>APPROP</u>	<u>BLI</u>	<u>PC</u>	<u>AMOUNT</u>										
201-68141	200-992-88-01-88			1P											
ORDER IS MODIFIED TO REFLECT ADMINISTRATIVE CHANGES SET FORTH BELOW, PURSUANT TO AUTHORITY OF FAR 43.103(B)															

IMPORTANT: CONTRACTOR IS NOT REQUIRED TO SIGN THIS DOCUMENT.

THE PURPOSE OF THIS MODIFICATION IS TO AUGMENT THE SERVICE LEVEL DEFINITION FOR ENHANCED SYSTEM ADMINISTRATION AS DEFINED IN CONTRACT SECTION E.3.1.13 OF THE MASTER CONTRACT AS SHOWN IN ENCLOSURE 1.

NAME AND TITLE OF SIGNER (Typed or Printed)		CONTRACTING OFFICER: PATRICIA I SMITH	
CONTRACTOR			
Signature Of Person Authorized To Sign		Signature	
Date		Date 1/15/02	

ENCLOSURE 1

This modification is issued to augment the service level definition for Enhanced System Administration as defined in Contract Section E.3.1.13 of the Master Contract.

Enhanced Systems Administration Service Level

In addition to the services included in the System Administration service level, the Enhanced Systems Administration service level will provide the following services that would normally be provided by a dedicated systems administrator:

Service Requests would be placed through the IntelliCenter for tracking purposes. The assigned technician would be responsible for daily support activities, seat configuration management and security assessments. Application/operating system updates and the implementation of security patches/fixes would be coordinated and implemented within a master schedule for the overall program at GSFC. Standard configuration of the environment would follow ODIN guidelines for network and desktop configuration. Requirements that do not interfere with the basic operability of the Seat would be supported such as:

- Desk side response within 30 minutes
- Dual boot systems will be supported
- Local, customized backup, restore, and archive service
- Site specific license management for Triage 3 applications
- Direct on-site user education and assistance
- Site-specific consistent system configurations
- Site-specific system documentation
- Desk side system administration functions to support the installation and effective execution of organizational specific applications
- Daily system monitoring
- System-level performance monitoring, tuning and optimization
- Site-specific client-server and network configuration management
- Deskside per system account management (e.g. create, lock, remove IDs)
- Site-specific peripheral management (e.g. custom partitioning disks, regular periodic defragmentation of disks, regular, periodic cleaning of tape units, etc).
- Web server and installation and administration and web-site management
- Address ongoing and emerging life cycle system administration issues for the installed computing environment
- Perform capacity planning and site architecture to optimize use of information technology resources
- Web server and installation and administration and web-site management
- Address ongoing and emerging life cycle system administration issues for the installed computing environment
- Perform capacity planning and site architecture to optimize use of information technology resources

A minimum of 35 full seats within a building may choose dedicated support. If less than 35 seats require this service, they will be charged at the 35 full seat minimum.

Pricing

Costs incurred will be included in the standard Monthly Invoice based on the monthly cost of enhanced systems administration. Seat groupings may combine into multiple organizations within a building or a single organization with 35 or more full seats housed in a maximum of two adjacent buildings may choose this service level. Pricing is per seat after the minimum of 35 seats is met.

Seat Type	Price	Number of Seats	Monthly Total
Enhanced Systems Administration	\$ 183.00	35 (minimum)	\$ 6,405.00
- Seat groupings over 35; <u>per seat</u>	\$ 183.00	+1	<i>Add \$ 183.00</i>